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Improving Application Processing

Healthy Families is always looking for new ways to improve the processing of applications. Currently, one of the biggest issues is that of missing information. In the past, an applicant's HFP eligibility determination was conducted before a premium was requested. Oftentimes this would delay enrollment of a child. Now, the child may be enrolled much quicker if the premium is sent in with the application. Recently HFP has been requesting applicants to send in the maximum premium amount (\$9 per child) if the actual pre-

mium amount is unknown at the time the application is submitted. HFP will be checking in the database for indication that the appropriate payment has been made. If the payment has not been credited in the database, the additional premium amount will be requested as part of the initial missing information letter sent to the applicant. If the applicant pays more than the required amount, the difference will be shown on their next bill as a credit.

Therefore, you may receive inquiries regarding the change. The public is hearing about the direction

of this new policy from the Call Center and from the HF Handbook; however, it has not been implemented yet. It is in the process of being implemented and we will provide you a date upon which the new process is initiated. Once this new policy goes into effect, a new bulletin will be created in the CAA section of the HFP website to update CAAs and the public.



When Does Missing Information Have to be Provided?

During a four-month period (May – August 2004), 135,000 Joint Applications were reviewed for the Healthy Families Program. Of the applications reviewed, it was found that 68% of the applications that were received by the Healthy Families Program had some form of missing information.

Upon receipt of all infor-

mation necessary to process an application, Healthy Families makes an eligibility determination within 10 days. Eligible children will be enrolled, and the applicants will be sent letters informing them that their children's coverage will begin 10 days from date of determination. However, if applications are missing information, applicants

will be contacted, and they will have 17 days to provide the missing information. Applicants have two ways of providing their missing information (MI) to Healthy Families: they can either fax or mail the information. By getting your fax to the correct department, your information will be processed quicker.

See "MI", page 4

Did you know

Last year, Assembly Bill 343 amended the health care coverage portion of the Insurance Code by specifying that "All assistance offered to an individual applying to the program shall be free of charge." It went on to say "Except as provided in (this) subdivision or by a regulation adopted by the (Managed Risk Medical Insurance) Board, no individual or organization offering . . . assistance to an applicant . . . shall solicit or receive any fee A person who violates this . . . shall be assessed a civil penalty of five hundred dollars for each violation." We will provide further updates related to the implementation of this assembly bill in a future newsletter article.

Team Member Profile

In each newsletter, we profile a member of the team to help personalize the

'Simon' Zhigang



My name is Zhigang Zhang (first name pronounced 'tsi-gun', meaning "strong will" in Chinese and last name pro-

nounced 'tsang' or 'chang', meaning "to pull open a bow" in the ancient time.) My last name is one of the 3 most common family names in China; there were more than 25 million in China's last census. I go by "Simon" for simplicity sake.

This is my first job in the United States. I used to work in a large shipyard in southern China building cargo ships, oil tankers and navy ships. Though I learned English as a foreign language when I studied in a university in Shanghai, I'm still in the process of improving my English.

I love being an EE/CAA Liaison. As a newcomer, it really teaches me to learn about the ways of life for a very diverse population. I am proud to be able to contribute my own efforts to help the community.

My favorite 'sport' is travel. I've been to Europe, Japan, the Philippines and Australia. I have also visited cities like New York, Washington DC and Chicago, but nothing impressed me more than my driving experience to Yellowstone National Park. The wilderness of the West is really fascinating.

I also like music very much, and used to play an "Er-hu", a two-string instrument played vertically on the lap with a bow. My son was more "westernized" and started to play clarinet when he was in the Chinese primary school. He is now a member of the Sacramento Youth Symphony.

I'm currently living with my wife and son in Sacramento, a place where I can reach the seashore, snow-capped mountains, the desert or metropolitan areas all within a short drive.

EDITOR'S NOTE: We congratulate and extend best wishes to Simon and his wife for their new baby girl, Danwei, born December 1st.

*"My
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Health-e-App What's New?

Health-e-App (www.healtheapp.net) is a web-based application that CAAs can use to submit both Healthy Families and Medi-Cal applications online. Health-e-App makes applying for health coverage faster, easier, and more efficient. In fact, over the past three months, the use of Health-e-App has increased approximately 10% each month as more and more CAAs are realizing the benefits of Health-e-App over the paper application.

The benefits of Health-e-App are numerous:

1. **Completeness.** A recent study found that 68% of applications that come to Healthy Families have some form of missing information. Health-e-App ensures that the application is 100% complete before it is submitted, so you can be assured that the application is not missing information.
2. **Faster Processing.** For each application, Health-e-App prints a fax cover sheet with a bar code at the top. When this is faxed with the supporting documentation, our system reads this barcode and automatically links this fax to the correct application. This results in a faster and more efficient processing time.
3. **Easier Payment Options.** With Health-e-App, applicants can make

their initial premium payment using a credit card online, a personal check online, Western Union location, or they can choose to mail in their payment.

4. **Fewer Problems.** Health-e-App has confirmations to maximize the accuracy of information entered. Also, because the application is electronic, there are no problems with illegible handwriting.

5. **Instant Preliminary Eligibility Determination.** Health-e-App provides preliminary determination on eligibility in real-time, a valuable tool when dealing with applicants.

To begin using Health-e-App or to get more information, please call the Health-e-App Help Desk toll-free at 1-866-861-3443. The Help Desk is open Monday through Friday from 8:00 a.m. to 8:00 p.m., and Saturday from 8:00 a.m. to 5:00 p.m.

How Can You Make Health-e-App Even Faster?

One of the chief benefits of Health-e-App is faster processing times. Did you know that you could make this even faster? By following a few simple steps, you can make sure that your application goes to the front of the line for processing.

Fax in all the supporting documents within 24 hours. If you complete the Health-e-App and then wait more than a day to fax in the supporting documents, it will actually slow down the processing of the application. We can automatically match up the Health-e-App with the fax as long as it comes in within 24 hours. If the fax is received after that time, it has to be manually matched to the Health-e-App, which is a much slower process.

Use the fax cover sheet printed from the Health-e-App Website.

The fax cover sheet has bar-coded information necessary to automatically match the fax to the Health-e-App. If you use your own fax cover sheet, the fax will have to be manually linked.

Fax only one family's supporting documents at a time.

If you fax multiple families' supporting documents at the same time, the fax will arrive as a single document and will consequently match all the support documents to the Health-e-App of the family on top. This will not only slow down the Health-e-App process, but may cause faxes for some families to be mismatched.

HFP Call Center Updates

Over the last several months we have made many improvements in our Call Center, and we hope you have noticed some positive changes. These changes allow us to answer more calls more quickly in order to provide better customer service. In October, Call Center Operators answered over 254,000 calls, and the majority of those were answered within 25 seconds. The number of calls answered and the abandonment rate (means the caller got tired of waiting for an op-

erator and hung up; a statistic that we want to keep very low) provide good examples of this dramatic improvement. In March 2004, Call Center Operators answered 81,245 calls on the Healthy Families toll-free line and abandoned 5.26% of the calls received. In comparison, Call Center Operators answered 121,580 calls on the same toll-free line in October 2004 and only abandoned 1.04% of the calls received. While our contract requires us to keep the abandonment

rate below 3%, you can see that we met that requirement with room to spare! This is not something that occurred only in October; in fact, we have been consistently meeting all the Call Center performance requirements since July, 2004. Our goal is to continue to improve our service and to exceed the highest quality standards.

See "Call Center", page 4

Call Center (Continued from page 3)

We have heard your concerns regarding the inability to speak with a supervisor and customer service that may be less than established standards over the last several months. We take them seriously and have been active in addressing them. The additional staffing, training and the Triple C unit are all in response to your feedback. Here are examples of the steps we have taken to respond to your suggestions.

Over the last few months, all Call Center Operators have completed two supplemental training courses in an effort to improve customer service skills. The first course focused on how to properly document work requests necessary to route individual cases to other departments. The second course focused on Customer Enthusiasm. This course taught the operators how to provide quality customer service while giving them the tools to handle “the difficult call” without losing their cool. Both courses were mandatory for the entire Call Center staff.

Our training department continues to develop and provide courses relative

to the needs of a large call center. We provide Supervisors and Operators with monthly training to ensure their skills remain sharp. The more they know, the better service they can provide to callers.

In October, we opened the Call Center Command, or “Triple C.” The purpose of this new unit is to handle calls that require immediate attention and to deal directly with those cases that somehow get “stuck” in an endless loop. The Triple C has a staff member from our Eligibility unit that works in conjunction with the call center supervisors to provide on-the-spot solutions for the member. Twenty-three supervisors rotate two-hour shifts in order to staff the Triple C from 8:00 a.m. to 6:00 p.m., Monday through Friday. This new unit has also allowed us to spot trends and communicate them to the floor much more quickly. Our immediate reaction is that the new Triple C is a huge success.

We hope you have noticed the improvements, but we are not done yet. Our ultimate goal is not just to be better, but to be the best!



CAA Reference Manual Updated

The California Healthy Families Program has recently published an October 2004 version of the CAA Reference Manual for your use. This information can be accessed from the Healthy Families website by going to

www.healthyfamilies.ca.gov

then clicking on “Information for EEs and CAAs” then clicking on “CAA Reference Manual.” The major updates to the manual are reflected in Section 10: Required Documents. Please visit this section of the website frequently to access the most current version of this very useful information.

MI (Continued from page 1)

There are four different fax numbers for applicants to use:

To send information related to a Program Review, fax it to:
(866) 848-4974

To send information related to an AER, fax it to:
(866) 848-4975

To send supporting documents for a Health-e-App, fax it to:
(866) 848-4976

To send information related to a new application, fax it to:
(866) 848-4977

Mailing address:
P.O. Box 138005,
Sacramento, CA 95813-9984

If Healthy Families does not receive the missing information within 17 days of determination, the application will be denied. If the MI is sent within 60 days of the determination, the applica-

tion will be processed; after 60 days, the applicant needs to re-apply.

July 2004 Changes to the Access for Infants and Mothers (AIM) Program

The Access for Infants and Mothers (AIM) Program provides low cost health insurance coverage to uninsured, mid-income pregnant women and their infants. AIM is part of California's efforts to increase access to health coverage of pregnant women and their infants. The State of California



supplements the subscriber's contribution to cover the full cost of care. AIM is funded from tobacco tax funds. Listed below are key points which differentiate enrollment into the program prior to 6/30/04 and enrollment into the program 7/1/04 and beyond.

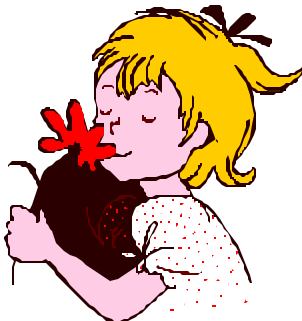
- ◆ For subscribers enrolled in the AIM Program on or after July 1, 2004, the total cost is now just 1.5% of the adjusted annual household income (previously 2%)
- ◆ Babies born to moms enrolled in the AIM Program on or after July 1, 2004, are eligible for enrollment in the Healthy Families Program, California's low cost insurance that provides health, dental and vision coverage to children who do not have insurance today and do not qualify for no-cost Medi-Cal

New Outreach Email Address

HFP has recently established an outreach email address (HFOutreach@MAXIMUS.com) for our community partners. Health plans, schools, outreach groups, etc. will use this email address to send HFP advance notices of upcoming events throughout the state. This information will be used by HFP to staff our Call Center appropriately during these event times. This will enhance our ability to provide each caller with excellent customer service.

CAA On-Line Web-Based Training in Development for New CAAs

HFP is currently working on a Web-Based training curriculum for new CAAs. CAAs statewide will be able to log onto a secured site 24-hours a day, 7 days a week, and complete on-line training to become a certified CAA. This new and exciting approach to training CAAs will be available the first part of 2005.



“Thank you” to new CAAs & EEs

Healthy Families wants to congratulate and thank the following new CAAs and EEs for their dedication to their communities:

CAAs

Aguilar, Angie
Alcala, Rosemary
Alvidrez, Mark
Amador, Myra
Ambriz, Carolina
Aragon, Juana
Archer, Tracy
Arreola, Javier
Avendano, Elizabeth
Avila, Norma
Avila, Caridad
Badajos, Yuririam
Bajarias, Chris
Beltran, Nereyda
Baldwin, Grace
Bangloy, Peachie
Banh, Nga Q.
Banuelos, Angie
Barrera, Maria Isabel
Basi, Pali
Baskerville, Sheaton
Baumann, Debra
Beaudette, Terri
Bedoy, Jessica
Begley, Pat
Benitez, Michelle
Berchielli, John
Berinti, Beth
Biddle, Zulma
Blanco, Magali G.
Blanco, Maura
Blankenship, Tamara
Blue, Kimberly
Bobadilla, Lorraine
Bocanegra, Sandy
Bocker, Erika
Boyd, Sandra
Briseno, Doreen
Bronson, Lizz
Brown, Mariah
Bufanda, Robert
Buidett, Beth
Clemons, Penny
Burkhart, Linda
Bustamante, Sylvia
Byers, Virginia
Cabrera, Virginia
Cabrera, Maria
Corral, Paula
Cadle, Carrie
Candelaria, Tara
Cardona, Sandra
Cariaga, N.D., Lenore
Carrenno, Johanna
Casanova, Henrietta
Castilleja, Richard
Castro, Josie
Cedillo, Carmen
Cerrel, Omar
Cerio Jr., Mario

Chavez, Amanda
Chung, Donna
Cleveland, Mitzi
Donovan, Sue
Collignon, Genevieve
Columna, Wilmelenne
Comeaux, Lorie
Commissaris, Stephanie
Contreras, Priscilla
Espinoza, Karla
Coronado, Fernando
Corral, Paula
Corrales, Nury
Cruz, Rafael
Corrales, Laura
Correa, Maria
Covarrubias, Hector
Crawford, Maralyn
Davis, Charlotte
Cruz, Kathy
Cruz, Amy
Cushing, Lawrence
Czarkowski, Debbie
Danna, Yolanda
Dauley, Fabiola
Davila, Neddy
Dayaw, Maria
Dean, Sharon
Delatorre, Lucia
Donato, Sally
Della Maggiore, Charlene
Delp, Sarah
Deniz, Vanessa
Derry, Karen
Doak, Darcy
Dobson, Debbie
Dominguez, Olivia
Donohue, Evonne
Drumheller, Anysia
Duarte, Marbella
Ebert, Benjamin
Echeverria, Nancy
Enberg, Mary-Ann
Enriquez, Elvira
Enriquez, Aurelia
Escudero, Martha
Escudero, Carlos
Esper, Elizabeth
Estrada, Jennerys
Ferrel, Catherine
Fimbres, Marisela
Fitzpatrick, Jung
Fitzpatrick, Morgan
Flores, Ada
Flores, Sandra
Flores, Claudia C.
Flores, Laura
Forjan, America
Franco, Dora
Franco, Jerry
Fredericks, Bob
Fritsch, Kasey

Fuentes, Laura
Fung, Florence
Galeana, Nohemi
Gallardo, Luz
Gallegos, Peter
Galvan, Mary
Gamarra, Larissa
Garcia, Norma
Garcia, Velia
Garcia, Herman
Garcia, Magali
Garza, Meranda
Gaspar, Simona
Lor, Nathalie
Gibson, Carol
Giron, Victor
Gomez, Maria
Gomez, Arturo
Gomez, Gisela
Gonzalez, Elizabeth
Gonzalez, Maritza
Gonzalez, Lucina
Gonzalez, Yesenia
Gonzalez, Maria
Gonzalez, Rosi
Gonzalez, Magdalena
Gonzalez-Hernandez, Candy
Gould, Stacey
Gracian, Isela
Granados, Diane
Graves, Linda
Green, Katy
Griffith, Jasmin
Griffith, Lori
Guevara, Diana
Gutierrez, Ericka
Naters, Carmen
Gutierrez, Angelica
Gutierrez, Alicia
Hart, Linda
Herman, Alma
Hernandez, Katia
Hernandez, Alicia
Hernandez, Patricia
Hernandez, Maria
Hernandez, Mauricio
Hestand, Julie
Holman, Linda
Howard, Letrice
Hsiung, Jianre
Hussian, Dolly
Huynh, Be
Jackson, Jennifer
Jacob, Lucinda
Jang, Yihyun
Jeong, Susan
Jimenez, Theresa
Jimenez, April
Johnson, Sarah Kima
Jones, Tressa
Ponce, Maria

Jordan, Shalondra
Lucero, Isabel
Joya, Betty
Juarez, Jessica
Kachumia, Conrad
Kang, JeeJung
Kebede, RN, PHN, Teddy
King-Abraham, Debra
Kintanar, Paul
Kosman, Alicia
Kuca, Kristina
Kwan, Jennifer
Lambert, Tammy
Lampella, MaryEllen
Le, Thong
Leandro, Graciela
Lee, See
Lee, Bertha
Lee, Jeannie
Lee, Ryan
Lee, Insung
Leiva, Sandra
Leong, RN, CNS, MS, Yuko M.
Lieby, Geri
Loewenstein, Devin
Lopez, Cecilia
Lopez, Maria M.
Saldana, Marina
Lopez, Claraine
Lopez, Paula
Lopez, Birtha
Lott, Nicolas
Lucero, Isabel
Luna, Leticia
Ly, Ai
Madrid, Erika
Madrigal, Elizabeth
Magallanes, Marivel
Magna, Flora
Mangiaracina, Alicia
Manzo, Mayra
Maravilla, Rosalinda
Marroquin, Angela
Martin, Lori
Martin, Maria
Martin, Veronica
Martin, Melissa
Martinez, Yesenia
Martinez, Cynthia
Martinez, Vicky
Martinez, Perla
Martinez Peterson, Dolores
Maxwell, Tiffany
Maya, Paul
McAbee, Jennifer
McCoy, Lisa
McCracken, Lacinda
Perea, Juanita
McElyea, Nadine
Melendez, Rebecca

Melfa, Paula
Mendez, Maria
Mendoza, Maria
Mendoza, Maria
Mendoza, Luis
Mercado, Jeanette
Williamson, Teresa
Mercado, Laura A.
Zepeda, Zenaida
Millikan, Debby
Milsap, Sophia
Modi, Masoom
Montoya, Mary Ann
Morales, Luz
Morales, Irma
Moreno, Guadalupe
Moreno, Araceli
Moreno, Silvia
Norris, Isboset
Murphey, Jeanna
Murray, Naomi
Musones, Melissa
Naylor, Carol
Neal, Cheryl
Neufeld, Barnett
Newell, Elizabeth
Norris, Guadalupe
Ochoa, Jessica
Olivarez, Denise
Oropeza, Elizabeth
Ortiz, Veronica
Oутten, Versie
Oyekunle, Segun
Oyekunle, Funmi
Papini, Joanne
Parenzin, Doris
Park, Kenza
Payne, Colleen
Pedregon, Mathew
Perello, Claudia
Perez, Nancy
Perkins, Mary
Perkins, Sherrie
Perry, Brandy
Phan, Stephanie
Pinon, Gloria
Ponce, Maria
Porras, Jessica
Quintanilla, Cristina
Quintero, Elia
Ramirez, Abel
Ramirez, Jesus
Ramirez, Veronica
Ramirez, Celina
Rangel, Annette
Ranjan, Vandana
Rayas, Jennifer
Renteria, Sylvia
Reyes, Gloria
Reyes, Michelle
Reyes, Miny
Reyes, Maria G.

CAAs

Cont'd from page 6

Reyna, Mike
 Reynoso, Isabel
 Rivera, Olga
 Rivera Romero, Debra
 Robberstad, Melinda
 Rodgers, Kimberly
 Rodriguez, Carlos
 Rodriguez, Bhavana
 Rodriguez, Alma
 Rodriguez, Sandra
 Rogers, Yolanda
 Romero, Gabriella
 Rubinol, Maria
 Ruiz, Maria
 Sahagun, Martha
 Sahakian, Izabella
 Saldana, Marina
 Sanchez, Veronica
 Verduzco, Johanna
 Sauter, Kem
 Savin-Duenas, Flora
 Saxe, Tamar
 Sayeed, Farhana
 Shahid, Farhana
 Shen, Suzetty
 Silva, Lucia
 Simon, Brittany
 Smit, Theresa
 Smith, Sylvia
 Song, Steven
 Song, Sharon
 Soriano-Lau, Romy
 Stallworth, Precious
 Steele, Shirley
 Stepanian, Anna
 Stewart, Abigail
 Stoops, Kyrsten
 Strogan, Alma
 Suen, Siuchi
 Suthard, Milea
 Takashima, Emaka
 Tchalian, Sonia
 Thao, Ka
 Thomas, Leon
 Thurman, Sharon
 Torres, Ernestina
 Torres, Eric
 Torres, Francisco
 Toten, Jennifer
 Tran, Vivien
 Tsang, Suzanne
 Valadez, Geneva
 Valadez-Barillas, Claudia
 Valencia, Erica
 Valle, Grace
 Valle, Abraham
 Vallejo, Sonia
 Vargas, Toni
 Vargas, Rosa
 Vasquez, Maria
 Vazquez, Blanca
 Vazquez, Veronica
 Vazquez, Jose L.
 Vega, Mary Ann
 Velez, Alma
 Veliz, Luz
 Veliz Lua, Bianca
 Vera, Alexandra
 Verduzco, Johanna
 Vieira, Megan
 Villegas, Veronica
 Vue, Judy
 Vuong, Nu
 Vuyovich, Aileen
 Wathern, Michelle
 Watson, Jolene
 Watson, Thornwell
 Weiss, Nicole
 Welker, Nancy
 Whipple, Nazarie
 White, Michelle
 Williams, Finley
 Wilson, Christine
 Winter, Wendee
 Wright, Sarah
 Ybarra, Julio
 Yeo, Michelle
 Youn, Francis
 Young, Lania
 Young, Bernadette
 Zaccaria, Christen
 Zamora, Myra

EEs

Alameda Corridor Jobs
 Coalition (ACJC)
 All Care Medical Group, Inc.
 Long Beach Unified School District /
 School Health
 Center
 American Lung Association
 American Lung Association of the
 Central Coast
 Armona Family Resource
 Center
 Arrowhead Regional Medical
 Center
 Asian pacific American Legal
 Center of Southern
 California
 California Mental Health
 Charterhouse Center for
 Families
 Clinica Materna Infantil
 Conejo Valley Free Clinic
 Corcoran Family Resource
 Center
 Cosco Insurance Agency, Inc.
 Dedicated to Service
 Insurance Agency
 Magali G. Blanco Insurance
 Agency
 Corcoran Family Resource
 Center
 The Salvation Army - West
 wood Transitional Village
 Diana Zepeda (Bebe's Family
 Child Care)
 Dr. Roger Takia
 East LA Community
 Corporation
 Ellis N. Beesley, Jr. M.D.,
 F.A.A.P.
 Family Resource & Referral
 Center
 First 5 Santa Clara County
 Foundation for Health
 Coverage Education
 Fredericks Benefits
 Fresno County Office of
 Education / Health Services
 Corcoran Family Resource
 Center
 Fresno Women's Medical
 Group
 Fullerton School District
 Happy Care Medical
 Healthy Smiles for Kids of
 Orange County
 Heritage Institute for Family
 Advocacy
 JWCH Institute, Inc.
 Kabir Huda
 Kim Perfect Insurance
 Services
 Kings Partnership For Chil
 dren/Hand In Hand FRC
 Lao Khmu Association, Inc.
 Catholic Charities
 Comprehensive Community
 Health Center
 Magali G. Rivera Insurance
 Agency
 Manteca USD Health
 Services
 Doctor's Hospital Medical Center
 Harriman Jones Medical
 Group
 SafeGuard Health Plans, Inc.
 Western Southern Life
 Matthew Hamrock
 Mill Medical Clinic, Inc.
 National Health Services, Inc.
 Orchard Medical Center
 Pleasant Valley
 Neighborhood for Learning
 Pacific Free Clinic
 Parkview Community
 Hospital Medical Center
 Pediatric Partners
 People Coordinated Services
 Primerica Financial Services
 Salud Clinica Medica
 SJCOE Migrant Education
 St. George Dental Center
 St. Joseph's Medical Center
 The Salvation Army - West
 wood Transitional Village
 Anaheim City School District
 Watts Healthcare Corporation
 Western Dental Services, Inc.
 William C. Swanson Medical
 Clinic
 Youliang Zhao

CONTACT US

EE/CAA telephone 1-800-279-5012

Email ee-caaiaison@maximus.com

Web site www.healthyfamilies.ca.gov
 (& downloadable
 Reference Manual) Choose "Information for
 EE's and CAAs" in the
 Menu on the left

December Training Schedule

20th and 21st Ventura County
 Day 1 – 9 am to 1 pm
 Day 2 – 9 am to 5 pm

20th and 21st Los Angeles County
 Day 1 – 9 am to 1 pm
 Day 2 – 9 am to 5 pm